

# Hospital Profile: UMASS MEMORIAL MEDICAL CENTER

Worcester, MA  
UMass Memorial Health Care  
Academic Medical Center  
Central Massachusetts Region

UMass Memorial Medical Center (UMass Memorial) is a non-profit, acute care academic medical center (AMC). It is the fourth largest hospital in Massachusetts, with 734 staffed beds. UMass Memorial is located in the Central Massachusetts region and represents 50% of all acute hospital staffed beds in the region. It is a member of the UMass Memorial Health Care system and is a clinical partner of the University of Massachusetts Medical School. UMass Memorial qualifies as a Disproportionate Share Hospital (DSH), as 63% of its gross patient service revenue is derived from government programs.

**PATIENTS** Thirty-five percent of all inpatient cases treated at UMass Memorial are from Worcester.

**INPATIENT SERVICES** Compared with the other AMCs, UMass Memorial treats a greater proportion of lower-severity cases. In FY12, it accounted for 53% of all inpatient discharges from acute hospitals within the Central Massachusetts region. Of note, based on its most common FY12 inpatient cases (DRGs), UMass Memorial treated 74% of all Percutaneous Cardiovascular Procedures with AMI cases in Central Massachusetts.

**FINANCIAL PERFORMANCE** UMass Memorial's total revenue in FY12 was \$1.4 billion. Its FY12 public payer mix was 63%, higher than the average AMC, and the second highest of all AMCs. UMass Memorial's FY12 inpatient cost<sup>†</sup> per case mix adjusted discharge was \$9,900, approximately 11% lower than the average AMC. UMass Memorial's CY12 average commercial payer price level was at the 79<sup>th</sup> percentile, higher than the average AMC hospital. It earned a surplus of \$27.8 million (2.0% total margin) in FY12, and earned a surplus each year from FY08 to FY12.

## AT A GLANCE

**TOTAL STAFFED BEDS:** 734, 4th largest acute hospital

**% OCCUPANCY:** 80%, < cohort avg. (84%)

**TOTAL REVENUE in FY12:** \$1,396 million

**PUBLIC PAYER MIX:** 63% (DSH\* Hospital)

**SPECIAL PUBLIC FUNDING:** ICB0

**TAX STATUS:** Non-profit

**TRAUMA CENTER DESIGNATION:** Adult: Level 1; Pedi: Level 1

**CY12 COMMERCIAL PAYER PRICE LEVEL:** 79th Percentile

**CASE MIX INDEX in FY12:** 1.24, < cohort avg. (1.34); > statewide (1.06)

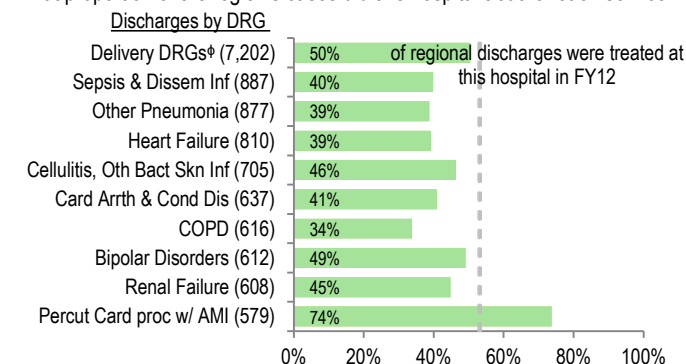
**INPATIENT:OUTPATIENT REVENUE in FY12:** 48%:52%

**TOTAL MARGIN in FY12:** 2.0% (\$27.8 million)

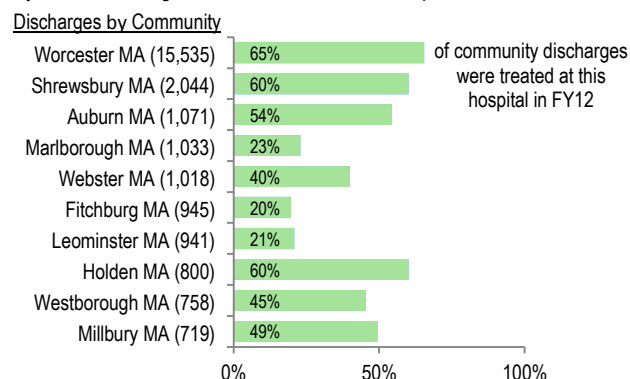
**CHANGE in OWNERSHIP (FY08-FY12):** Not Applicable

## SERVICES

What were the most common inpatient cases (DRGs) treated at the hospital?  
What proportion of the region's cases did this hospital treat for each service?

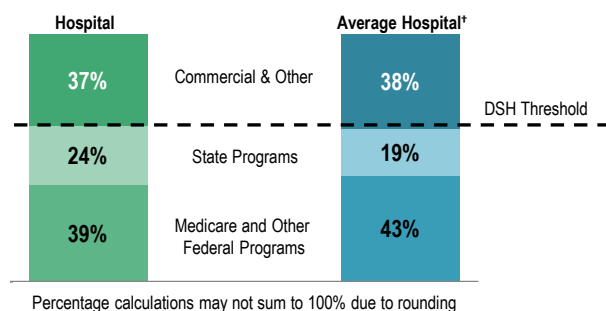


Where did most of the hospital's inpatients reside? What proportion of each community's total discharges were attributed to this hospital?

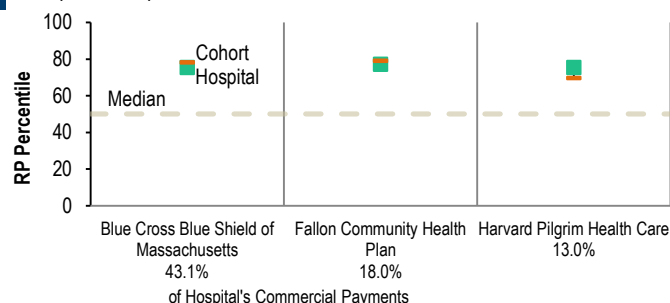


## PAYER MIX

What was the hospital's overall payer mix (gross charges) in FY12, and how does this hospital compare to the average acute hospital's payer mix?



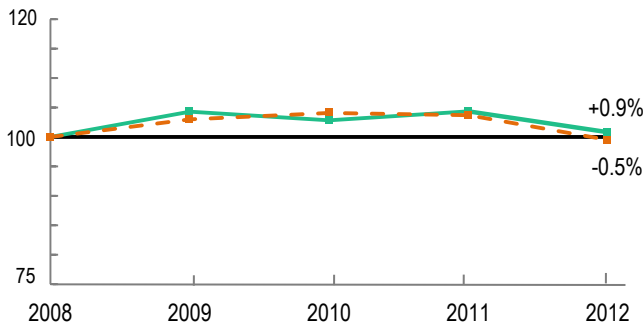
What were the hospital's CY12 payer-specific relative price levels for its top three commercial payers? How does this hospital compare to the average hospital in its peer cohort?



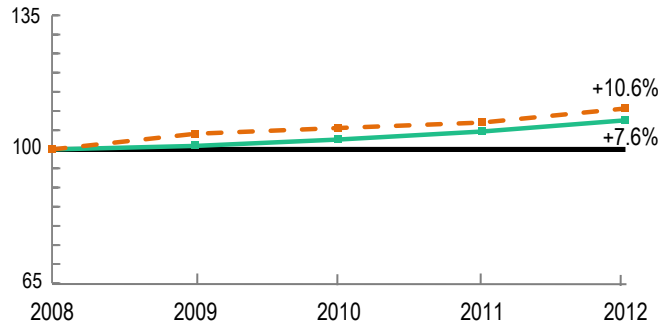
For descriptions of the metrics, please see Technical Appendix.

### UTILIZATION TRENDS

How has the volume of the hospital's inpatient discharges changed compared to FY08, and how does this hospital compare to the average hospital in its peer cohort? (FY08=100)

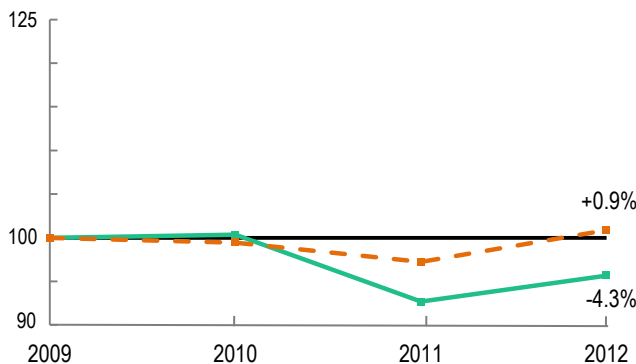


How has the volume of the hospital's outpatient visits changed compared to FY08, and how does this hospital compare to the average hospital in its peer cohort? (FY08=100)

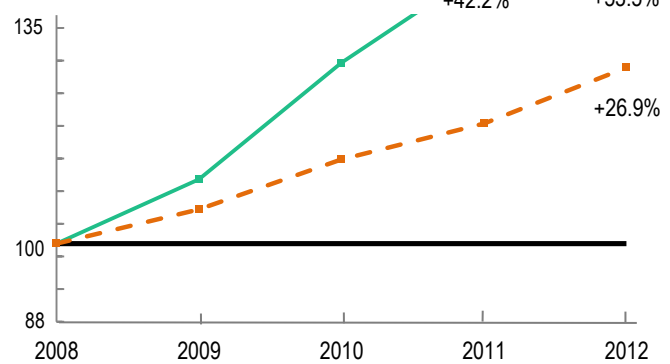


### COST TRENDS

How has the hospital's inpatient cost<sup>†</sup> per case mix adjusted discharge changed compared to FY09, and how does this hospital compare to the average hospital in its peer cohort? (FY09=100)



How have the hospital's total outpatient costs changed compared to FY08, and how does this hospital compare to the average hospital in its peer cohort? (FY08=100)

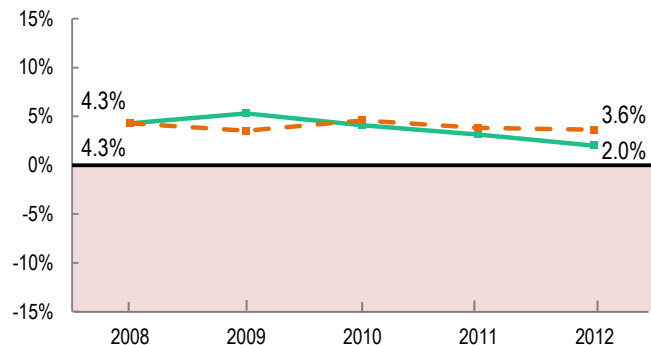


### FINANCIAL PERFORMANCE

How have the hospital's total revenue and costs changed between FY08 and FY12?

Revenue, Cost & Profit/Loss (in millions)					
FY	Total Revenue	% Change	Total Cost	% Change	Total Profit/Loss
2008	\$1,244		\$1,191		\$53.1
2009	\$1,330	6.9%	\$1,259	5.7%	\$70.6
2010	\$1,400	5.3%	\$1,343	6.6%	\$57.2
2011	\$1,373	(1.9%)	\$1,330	(0.9%)	\$42.9
2012	\$1,396	1.7%	\$1,368	2.9%	\$27.8

What was the hospital's total margin between FY08 and FY12, and how does this compare to the median of its peer cohort hospitals?



For descriptions of the metrics, please see Technical Appendix.

<sup>†</sup> Costs were adjusted to exclude direct medical education costs and physician compensation.

\* Disproportionate Share Hospitals (DSH) receive a minimum of 63% of gross patient service revenue from public payers.

† For more information on Infrastructure and Capacity Building (ICB) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS.)

\* Delivery DRG includes Cesarean and Vaginal Deliveries, and Neonate DRG.

† Average Hospital does not include Specialty hospitals.

For more information, please contact:

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